

CALIFORNIA STATE GOVERNMENT SUPPORTS EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, SEXUAL ORIENTATION, MEDICAL CONDITION, OR PREGNANCY. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAWS OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.



DEPARTMENTAL PROMOTIONAL EXAMINATION

For

DRIVER SAFETY MANAGER III

This departmental promotional examination is being administered through the Special Examination and Appointment (SEA) Program which uses an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Driver Safety Manager III level and those eligible for lateral transfers are encouraged to apply.

DIVISION : Licensing Operations
POSITION : Chief, Senior Driver Ombudsman
LOCATION : Sacramento
SALARY : \$5878 - \$6482
FINAL FILING DATE : December 23, 2011

DUTIES/RESPONSIBILITIES

Under the direction of the Licensing Operations Division (LOD) Deputy Director, the Chief, Senior Driver Ombudsman, has the overall responsibility of the Senior Driver Ombudsman Branch. The Chief, Senior Driver Ombudsman directs the senior driving and mobility program statewide and is responsible for mediating complaints, and creating and developing public information.

Bulletin Release: December 2, 2011

MAJOR DUTIES OF THIS POSITION INCLUDE

- Manages the Senior Driver Ombudsman Branch.
- Plans, organizes, assigns and directs work, and implements new programs, policies and procedures.
- Directs the work of the Driver Safety Managers to ensure proper coordination, evaluation and investigation of complaints are performed by staff and mediates fair resolution between senior and disabled drivers and Driver Safety Branch.
- Reviews and evaluates performance, provides coaching and guidance, and initiates corrective measures.
- Assists employees in career development planning.
- Develops tools, techniques, and approaches to deliver the safe senior mobility message to senior drivers and the public.
- Ensures effective communications with internal and external, governmental entities, and the general public about various LOD traffic safety policy and/or procedure changes that affect senior drivers.
- Assumes a major role in the development, formulation, and coordination of departmental policy related to the Senior Driver Ombudsman Branch and coordinates with the Driver Safety Program on any federal and/or state legislation that will impact the operations.
- Develops, monitors, and distributes policies, procedures, and practices that identify trends, issues and concerns as it relates to senior drivers.
- Identifies and implements plans to address senior driving and mobility needs are in line with Department of Motor Vehicles' Strategic Business Plan.
- Provides Driver Safety Program expertise to effectively communicate and establish working relationships with the public, influential organization/agencies, and the media to assist seniors, family members, attorneys, social services, medical professionals, and others who work with or influence seniors, but do not have the knowledge or experience to know how best to deal with senior driving issues.
- Represents the department to all segments of the public, including the media, on the issue of safe senior driving and mobility.
- Other duties as required.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. Only the most qualified candidates will be interviewed based on screening criteria. You must provide specific examples for each of the following in your Statement of Qualifications:

- Describe your knowledge of office management and effective supervision principles.
- Describe your knowledge of the Senior Driver Ombudsman Program.
- Describe your knowledge of the Driver Safety Program and Administrative Procedures Act.
- Describe your knowledge of a manager's role in ensuring equal employment opportunity goals are met.
- Describe your ability to plan, organize, and direct the work of others.
- Describe your ability to effectively communicate verbally and in writing.
- Describe your ability to prepare production and other statistical reports and track requests for information and other documents timely.
- Describe your ability to establish and maintain cooperative relations with persons contacted concerning senior driver ombudsman work and procedures.
- Describe your ability to maintain effective quality control measures and ensure accurate and timely services to the public and other departmental stakeholders.
- Describe your ability to evaluate, recommend, and implement new program changes.

WHO SHOULD APPLY?

This is a departmental promotional examination for the DMV.

1. Applicants must have a permanent civil service appointment with the DMV or meet the provisions of State Personnel Board Rules 234 or 235 by the final filing date, in order to take this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code 18992; or
4. Must be a person retired from the United State military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

MINIMUM QUALIFICATIONS

Either I

One year of experience in the Department of Motor Vehicles performing duties comparable in level of responsibility to a Driver Safety Manager II.

Or II

Two years of experience in the Department of Motor Vehicles performing duties comparable in level of responsibility to a Driver Safety Manager I.

Possession of a valid driver license of the appropriate class issued by the Department of Motor Vehicles. (Applicants who do not possess the license will be admitted to the examination but must secure the license prior to appointment.)

KNOWLEDGE AND ABILITIES

Knowledge of: Driver safety practices and procedures; provisions of the California Vehicle Code Administrative Procedures Act; rules, regulations, and policies of the Department of Motor Vehicles; principles of personnel management, training, and effective supervision; general and office management principles and practices; budgetary procurement procedures for personnel and equipment; overall purposes, organization, and activities of the Department of Motor Vehicles; management principles; principles and methods of public business administration; principles, problems, and practices of organizational planning and work control; State of California administrative, budget, and personnel procedures as applied to the Department of Motor Vehicles; a supervisor's role in equal employment opportunities.

KNOWLEDGE AND ABILITIES CONTINUED

Ability to: Interpret and apply the laws, regulations, and policies relating to functions of the Driver Safety Program; establish and maintain cooperative relations with persons contacted concerning driver safety work and procedures including public officials and community leaders; conduct all types of hearings, interviews, and reexaminations; plan, organize, and direct the work of subordinate employees engaged in the various activities of the Driver Safety Program; review reports and make sound decisions; plan, organize, and direct the activities of a large Driver Safety Office or Headquarters unit; plan, organize, direct and control a major portion of the Driver Safety Program; develop and propose legislation, departmental policy, and procedures related to the Driver Safety Program; provide equal employment opportunities.

SPECIAL PERSONAL REQUIREMENTS

Possession of a good driving record which includes no convictions within the past three years for driving under the influence of alcohol or drugs, hit and run, reckless driving, or manslaughter. Also included is not being a negligent operator as defined in Section 12810 of the Vehicle Code, and having no Implied Consent and Administrative Per Se suspensions within the past three years, no failures to answer a signed promise to appear (40508 VC), or no failures to pay a lawfully imposed fine (40509 VC). If a person has failed to answer his/her signed promise to appear (40508 VC) or has failed to pay a lawfully imposed fine (40509 VC), he/she will not be hired until the court case has been cleared.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications and/or interview may be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate. Candidates will be notified in writing of their examination results.

FILING INSTRUCTIONS

Interested applicants must submit items 1 AND 2 below by the final filing date (Applicants who fail to submit both items will be disqualified from the examination):

1. A completed Standard State Application (STD. 678), which should include all job titles, employment dates, and experience.

2. A Statement of Qualifications

The Statement of Qualifications:

- Is a narrative discussion of how your education, training, experience, knowledge and skills meet the **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA** for the position;
- Is your written presentation to the examination panel;
- Must give specific examples in your Statement of Qualifications;
- Serves as documentation of your ability to present information clearly and concisely in writing;
- Must be typed; and
- Must be no more than two pages in length, with font no smaller than 10 point.

Please note that the examples you provide in the Statement of Qualifications may be the only tool used for determining your final score and rank on the eligible list.

Resumes do not take the place of the Statement of Qualifications.

Effective January 1, 2009, Government Code Section 18991 was enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for SEA examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Standard State Application.**

The Standard State Application and Statement of Qualifications must be **submitted** by the final filing date:

By mail to:
Department of Motor Vehicles
Selection and Certification Unit, Attn: Alice Schneider
Driver Safety Manager III, - Position # 214-8722-001
P.O. Box 932315, MS G-208
Sacramento, CA 94232-3150

OR

In person to:
Department of Motor Vehicles
Human Resources Branch
2570 – 24th Street
1st Floor Lobby – Examination Drop Box
Sacramento, CA 95818

Standard State Applications (STD. 678) and Statement of Qualifications must be received by the final filing date. You may fax a copy of your Standard State Application (STD. 678) and Statement of Qualifications to ensure receipt by the final filing date to the Selection and Certification Unit, Alice Schneider at (916) 657-5848. Faxed copies must be followed up by the originals **postmarked no later than the final filing date** to the address indicated on the previous page.

Standard State Applications (STD. 678) and Statement of Qualifications delivered in person must be placed in the **Examination Drop Box by 5:00 p.m. on the final filing date**. Standard State Applications (STD. 678) and Statement of Qualifications personally delivered or received via interoffice mail after the final filing date will not be accepted.

SPECIAL TESTING

If you have a disability and need special testing arrangements, mark the appropriate box on the Standard State Application. You will be contacted to make specific arrangements.

SELF CERTIFICATION STATEMENT: The signature on your application indicates that you have read, understood, and possess the minimum qualifications required for acceptance into this examination. Any eligibility received through a previous promotional examination process will not be utilized. In order to be considered for this position, you must submit a Standard State Application and a Statement of Qualifications which must be received by the final filing date. Questions regarding the position should be directed to Shamim Khan at (916) 657-6534. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst, at (916) 657-6899. California Relay Telephone Service for the deaf or hearing impaired from TDD phone: 1-800-735-2929; from voice phones 1-800-735-2922.

ELIGIBLE LIST INFORMATION

To be successful in the examination, you must obtain a final score of 70%. A certification list will not be established as a result of this examination; therefore, candidates will not have the ability to transfer list eligibility to other departments. This examination is only for the specific position identified within this bulletin. Applications received will not be maintained for future positions.

CRIMINAL RECORD CLEARANCE INFORMATION

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Candidates will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.